

CUSTOMERS' BILL OF RIGHTS

When dealing with MSU/REC Toledo, you have the right to:

Professional service delivered by courteous personnel

Timely response to your phone calls, e-mail and letters

Fair and equitable application of relevant laws, regulations and policies

Propose compliance alternatives that provide an equivalent level of safety to existing regulations

An understandable explanation of our actions, decisions and interpretations

Speak to supervisory personnel when you're unclear about, or disagree with decisions made by field level staff

Schedule meetings with me or my Department Heads to discuss issues of concern

Appeal decisions made by me or my staff without fear of retribution

If at any time you believe these rights have not been honored, please contact the appropriate Department Head

LCDR Keith Pelletier, USCG
Commanding Officer
419-418-6002

LCDR Rick Minnich, USCG
Executive Officer
419-418-6003